HOAR CROSS

NURSING HOME

STATEMENT OF PURPOSE
& Service User Guide

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INTRODUCTION

Hoar Cross Nursing Home is dedicated to the provision of the finest care for its service users. This will be achieved through the integration of first class standards of care with excellent facilities and the use of best practices in all areas.

Hoar Cross is a comprehensively equipped 45 bedded private Nursing Home which has been established with a quality orientated approach to care. A high degree of quality awareness is developed at all levels of staff through appropriate training and leadership of management.

It is the objective of Hoar Cross to provide care to all service users to a standard of excellence which embraces fundamental principles of good care practice. It is our fundamental ethos that those service users who live in the Home should be able to benefit from our philosophy of care and our mission statement of

'CARING TO BE BETTER'

All service users shall live in a clean, comfortable and safe environment, and be treated with respect and sensitivity to their individual needs and abilities, irrespective of their religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.

Staff will deliver the care service flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfillment, and the rights to make informed choices and to take risks.

ON REQUEST - THIS DOCUMENT CAN BE PRODUCED IN LARGE PRINT OR READ OUT BY OUR STAFF

Gold Standards Framework

In addition, we are part of the Government Initiative known as the Gold Standards Framework. This is the process by which residents will receive a 'Gold Standard' of care at the end of their lives, helping each one to 'live well whilst they die'.

This approach promotes working with others (GP, specialist care teams, out of hours service, etc.) to improve care provision and avoid unnecessary admission to hospital. The format enables discussion with the resident to incorporate their wishes within an advanced care plan and ensure they are the key decision makers in relation to their own care.

AIMS AND OBJECTIVES OF THE HOME

The Home provides long and short term (respite) care to people in the following categories:

- Care Home with Nursing:-
    - Old Age - not falling within any other category
    - Physical Disability – Adults and the Elderly including Terminal Illness
    - Dementia

Aims

- To provide all Service Users with as normal a life as is possible, given their individual health, in homely surroundings.
- To provide all Service Users with a quality of care that will enable them to live as independently as is possible with dignity, privacy and the opportunity to make their own choices.
- To create an experience of well-being for both Service Users and those who care for them, providing them with a sense of security, significance, belonging, purpose, continuity, and achievement.

Objectives

- To carry out assessments of need that will be used to develop individual care plans with the objective of meeting the aims of the Home for each Service User.
- To provide facilities, equipment and competent Staff that will ensure that the Aims and Objectives become a reality for each Service User.
- To undertake a Staff training programme that will enable the Staff team to provide the highest quality of care to the Service Users in all aspects of social care.

THE PHILOSOPHY OF THE HOME

- The Home's philosophy is based upon a belief that all Service Users are entitled to be treated as individuals.
- The philosophy of care will be achieved by assessing the needs of all Service Users, and using this information to develop individual Care Plans with family, friends and appropriate professionals.
- This will be further achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other service users and with recognition of the following core values of care which are fundamental to the Philosophy of our Home:

Privacy Dignity Rights Independence Choice

Fulfilment Security Respect Equality

FACILITIES PROVIDED AT THE HOME

The Building and Gardens:

- The Home was originally constructed the 1790's as a Manor House with a further extension on the 1990's with a Ground and First Floor with access by Staircases and 2 Lifts.
- The grounds are set in 2 acres of well kept gardens, duck pond, summer house in a rural setting with stunning views over open countryside and are accessible to Service Users. The grounds used to be part of the Old Hoar Cross Hall estate.
- The Home provides 40 bedrooms of which 12 are premiere / shared rooms. 27 rooms have en-suite WC / shower facilities.
- All rooms meet or exceed the sizes and facilities stipulated by the Care Standards Act and have a TV point. Some rooms also have a telephone point.
- There are 2 lounges, a conservatory, a dining room and a lounge/dining room.
- A Call Bell System, a Fire Alarm System and an Access Control System to the latest standards are installed throughout the Home for the safety and security of Service Users.
- The Home has wireless internet access in some parts of the building and a payphone. Individual phone points or internet access can be installed by BT.
- The Home is wheelchair friendly throughout and has an accessible WC on both floors.
- There are 3 assisted bathrooms including a spa bath and 2 unassisted. There is an assisted shower room on each floor.
- The Home's kitchen is located on the Ground Floor and the menu is available to Service Users
- The central laundry is located on the Ground Floor and Service Users' washing will be collected from their bedrooms and returned to them.

The Equipment:

- The Home has the latest moving and handling equipment to assist in the transfer of Service Users according to assessed need.
- The Home can be equipped with 'high/low' fully profiling beds should the assessment indicate the need for any Service User.
- The Home provides pressure relieving equipment.

The Services:

- The Home provides access to the services of a private or NHS Physiotherapist should the Service User's assessment indicate a need.
- A hairdresser visits the Home on a weekly basis. The cost of this service is not included in the fee and will be invoiced separately.
- A chiropodist, opticians and dentists visits the Home on a regular basis. The cost of this service is not included in the fee and will be invoiced separately.

- The Home provides care for Service Users of any sexual orientation. The usual age of admission is over 65, though adults whose needs may also be met by the Home are sometimes admitted. There is no upper age limit.

STAFFING

The full complement of staff exceeds 45 including:

- 9 Registered Nurses with two as a Registered Mental Nurse
- 25 care assistants, 21 of whom have National Vocational Qualifications level 2 and several with the higher level 3 in care and 2 carers are also commencing their NVQs'.
    - There are 6 - 7 members of care staff on duty on the morning shift, 5 – 6 staff on the afternoon shift and 3 staff on night duty. Trained nurses are on duty 24 hours of the day. Staffing can be flexible depended on client need.
- There are 4 members of the catering team and 5 in housekeeping
- We also have an on-site handyman and a gardener
- As well as the Care Manager, there is a full time Administrator
- We have two dedicated Activities Co-ordinator's supported by a variety of additional external entertainers, exercise trainer, pantomimes and complementary therapist
- The Home provides regular in house and external training to all staff ensuring the clients get the highest quality of care.
- We have a large and very active League of Friends who participate regularly to enhance the wellbeing of Service Users and families

NB: Additionally, the Care Manager is a qualified RGN

General Practitioners

- The Home is well supported by the local General Practice at which all Service Users are automatically registered. Please notify us if you wish to retain your own GP.

The Name and Qualifications of the Registered Provider:

Ashraf A Patel, BSc, MBA
Hoar Cross Care Ltd registered at the same address as the Home

The Name and Qualifications of the Registered Manager:

Mrs Kathleen Anne Cleaver, NMC Registered General Nurse, NVQ - RMA
With 18 years extensive experience in successfully managing care homes

The organizational structure of the Care Home:

- The Manager undertakes the administration of the Home and supervises the work of the management team and all other Staff. She reports directly to the Registered Provider who is a Director of the Company

OUR CARE PROVISION

We provide long and short term (respite) Nursing and Personal care for Adults and Elderly Service Users that have:-

- Physical Disabilities
- Brain Injuries
- Terminal Illness
- Dementia

Any criteria used for admission to the Care Home, including the Care Home's policy and procedures for emergency admissions:

- Planned admission
    - An assessment of need will be carried out by the Home Manager or her representative. The Home Manager will then discuss with senior staff the needs identified by the assessment which will then enable the home to decide whether they can meet the needs of the individual.
    - If we are able meet the needs, the placement will be confirmed in writing

- Emergency admission
    - An emergency admission can be accepted providing the person or agency referring the service user is able to provide sufficient information for the Manager to make an informed decision. The emergency agreement will state that the admission is short term and the placement could only become long term after a full assessment and review.

The arrangements for Service Users to engage in social activities, hobbies and leisure interests:

- The Home has an Activities programme based upon the interests of the current Service Users, and the programme is published weekly.

The arrangements made for consultation with services users about the operation of the Care Home:

- The Home has regular Service User Meetings and the Minutes are recorded. The Quality Assurance Scheme includes the issuing of Questionnaires to Services Users, Relatives, and Stakeholders (e.g. GPs) during the course of the year, requesting their views and comments on the operation of the Home.

The fire precautions and associated emergency procedures in the Care Home:

- The Home has carried out a Fire Risk Assessment, has developed a Fire Procedure and maintains the appropriate recording system.

The arrangements made for Service Users to attend religious services of their choice:

- Service Users are free to follow the religion of their choice and ministers visit the Home.
- The Home will facilitate the observance by individual Service Users of those religious festivals that are appropriate to their faith.
- The observance of religious rituals to be carried out prior and post death is assured.

The arrangements made for contact between services users and their relatives, friends and representatives:

- The Visiting Policy of the Home is that visitors are welcome at the Home at any time.
- The Home keeps 'open house', and encourages relatives, friends and voluntary persons to call during the day. This is good practice as it gives people opportunities to 'pop in' when convenient.
- All official visitors must produce identification before being admitted into the Home.
- All visitors must also sign the Visitors Book on arrival and departure.
- Visitors may use the various lounge areas around the Home or the Service User's own bedrooms.
- All visitors must observe Health & Safety and Fire procedures whilst on the premises.

The arrangements for dealing with complaints:

- A copy of the Home's Complaints Procedure is attached.

The arrangements for dealing with reviews of the Service User's Care Plan referred to in regulation 15(1):

- Reviews are carried out on a monthly basis and relatives are encouraged to participate in this process. Reviews are carried out more frequently if circumstances or the needs of the Service User change and make significant amendments to the Care Plan imperative in the interests of the Service User.

Details of any specific therapeutic techniques used in the Care Home and arrangements for their supervision:

- Physiotherapy and Occupational Therapy are available according to assessed need.

The arrangements for respecting the privacy and dignity of Service Users:

- The Home operates a Service Users' Charter of Rights, which is attached.

SERVICE USER'S CHARTER OF RIGHTS

The Home undertakes to respect Service Users' Rights in the following respects:

The Right to Fulfilment

- To assist Service Users to achieve their full potential capacity, however small, in respect of their physical, intellectual and social needs in accordance with the Mental Capacity Act (2005)

The Right to Dignity

- **To preserve the self-respect of the Service Users by:**
  i) Enabling them to maintain their perceived status;
  ii) Affording them privacy in space, belief and opinions;
  iii) Recognition and use, where appropriate, of their talents;
  iv) Practising courtesy and respect toward Service User at all times.

The Right of Autonomy

- To maintain a Service User's right to self-determination and freedom of choice, subject to the limitations of group living.
- The provision of choice, with assistance where necessary, to express wishes and preferences, including external help from, for example, a Doctor, Advocate or Solicitor.

The Right to Individuality

- To respond to the individual needs of Service Users.
- To enable Service Users to maintain their particular identity in respect of beliefs and opinions.

The Right to Esteem

- To recognise the qualities, experiences, talents and former status of Service Users. To get to know relatives and visitors. To use this information to help maintain the morale of individual Service Users.

The Right to a High Quality of Life

- To expect a wide range of normal activities to be available. To enable a Service User to exercise freedom of choice and to provide opportunities to go out shopping and visiting etc – where appropriate.
- To provide facilities for Service Users' to follow their own particular religious or political pursuits and to recognise the necessity for privacy, at all times, to carry them out.

The Right to Freedom of Emotional Expressions

- To maintain the Service User's right to have normal opportunities to develop personal relationships within and outside the Home.

The Right to take Risks

- To allow Service User to undertake activities which contain an element of risk, the criteria being the Service User's competence to judge, and the risk to others.

The Right to Life

- The Human Rights Act (October 2000) includes a right to life. This right will be observed.

The Right of Access to all Personal Records

- A Service User has the right to access all of their personal records kept at the Home. A Service User may nominate someone else such as the next of kin or person holding a Power of Attorney to access the records on their behalf.

The Right not to be the Subject of Discrimination

- The Disability Discrimination Act gives all people with a disability the right not to be discriminated against in relation to, or because of their disability. This applies to the manner in which they are cared for, to accessibility to information, and to physical access to parts of the building available to Service Users in general.

USEFUL INFORMATION

EMERGENCY FIRE PROCEDURES

Fire Procedures - Action in the Event of a Fire

A Fire Risk Assessment has been completed and reviewed on a yearly basis. A fire evacuation procedure, training and recording system and testing of emergency lighting, fire bells is in place. A summary of the procedure is indicated below:-

IF YOU DISCOVER A FIRE

1. Actuate the nearest Red Fire call point
2. WHEN THE FIRE ALARM SOUNDS
3. All necessary doors will automatically shut and must not be obstructed
4. DO NOT USE THE LIFTS
5. Do NOT stop to collect personal belongings
6. Leave the building from the nearest FIRE EXIT
7. Meet at the designated FIRE ASSEMBLEY POINT in THE VISITORS CAR PARK
8. The duty staff member will be in charge and co-ordinate our Emergency Fire Procedures
9. Do NOT re-enter the affected area

GUIDELINES FOR EVACUATION – COMPARTMENTATION

1. A compartment is an area or room which can be sealed off temporarily by shutting fire doors and / or windows to prevent the spread of heat, fire and smoke from within

2. The Home is temporarily protected by the shutting of Fire Doors

3. Full evacuation should only be carried out if necessary

4. Once the FIRE BRIGADE arrive, the officer takes charge of the situation and his / her instructions MUST be followed

ACTIVITIES

In order to enable Service Users to lead fulfilled lives, it is important that a stimulating activities programme is on offer.

The objective of the Activities Programme is to support Service Users to live ordinary lives and to continue to be as independent as is possible for them. They need to have opportunities to remain involved in activities that interested them before they took up residence in the Home.

Individual discussions between the Organiser and the Service User and discussions at Service Users' Meetings are both useful ways of finding out what activities would prove of interest to the Service Users who currently reside at the Home.

The design of an Activities Programme will take into account the needs of people with disabilities. Here is a sample of some of some of the activities carried out in the Home:-

Music and movement	Arts and crafts	Story-telling
Board games evenings	Shopping trips and outings	Social and charitable events
Birthday parties	Exercise classes	Singing and dancing
Reminiscence therapy	Church events	Visits from local entertainers

SERVICE USERS' & FRIENDS MEETINGS

Objectives:-

- To provide the Service Users with an opportunity to comment on the operation of the Home.
- To provide the Service Users with an opportunity to raise matters of concern.
- To enable the Service Users to make a contribution to the development of the Activities Programme.
- To provide the management with an opportunity to convey information to the Service Users' group and gain their views on impending events, new policies etc.

Administration:-

- The dates of meetings will be published well in advance.
- The minutes of meetings will be kept on file.

The committee meets regularly at monthly intervals. It consists of relatives, residents and staff who come together to share views, support each other, plan activities and events, and promote the views and wishes of the service users. The committee arranges several fund raising events annually and monies raises are used for provision of equipment that adds to the services provided. The Committee Treasurer administers the Fund.

Future dates for residents meetings are displayed on the residents' notice board in the main corridor. Everyone is welcome to attend.

Pets:
Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Service Users with regard to Health and Safety, which makes it difficult for pets to be admitted.

Medication:
If a Service User wants to administer their own medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any Service User may request to see a doctor in private if they wish. Relatives are asked if they wish to provide Homely Remedies, these must be discussed first with the Home Manager.

Telephone:
Service Users may have their own private line installed in their own rooms, most rooms have a telephone point.

Meals:
Menus will be varied and favourite dishes and special diets can be catered for. Service Users are encouraged to eat in the dining area but may eat in their own room if this is their choice. Tea, coffee and other hot drinks and snacks are served and available 24 hours a day, visitors are also catered for.

Leaving or Temporarily Vacating:
If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained at the normal weekly fee.

Bereavement:
In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff. Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required.

Admission:

We encourage new residents to bring personal possessions such as pictures, ornaments, small items of furniture etc to personalise their room and make it feel like "home." When you arrive at the nursing home you will be shown to your room and the nurse on duty will complete the admission paperwork. You will be shown around the home and receive a general introduction to all of the staff. You will be asked about your needs and preferences. We ask you to participate in planning your care along with your family and trained staff. It can be a very unsettling time, and we understand that you may be anxious, so please feel free at any time to ask any questions, or voice any concerns you may have.

The Hoar Cross Staff Team:

The Care Home Manager Kathy Cleaver is a NMC First Level Registered Nurse and has worked for a number if years in a field of elderly care. Kathy has been manager at Hoar Cross since 2007 and has previously held a variety of management roles in the elderly care sector. Kathy has completed the NVQ Registered Managers Award.

Kathy manages a team of trained registered nurses. As well as having considerable experience in elderly care, they offer specialist roles in areas such as Wound care, Palliative and Dementia care.

The team of Care Assistants includes staff who have undertaken formal NVQ training at levels 2 and 3 but also staff who just enjoy working with the elderly. We are lucky to have a mixed age group and we pride ourselves on having a friendly and caring workforce.

Our Head of Catering and her team produce excellent home cooked food using the best local produce and is always happy to cater for individual requirements. There is a four-week rotating menu that is changed seasonally.

The ancillary staff at Hoar Cross includes Housekeeping and Kitchen Assistants, an Administrator, Activities Co-ordinator and Handyman.

Identifying Staff:

Staff at Hoar Cross Nursing Home have identifying badges and they all wear uniforms. We also have an electronic photo board at the main corridor which includes photos of all key personnel.

Trained Nurses – Dark blue uniform
Team Leaders – Lilac uniform with white trim and black trousers
Care Assistants – White tunics and black trousers
Kitchen Staff and Chef – White / Black kitchen jackets
Housekeeping Staff- Green Uniform

Beverages Policy:

Visitors to the home are welcome to use the designated kitchenettes to make tea/coffee for themselves and service users. Any of the staff will assist you if you need help. Please pay attention to the Health & Safety policy on the visitors notice board to ensure we maintain strict standards for food hygiene. No charge is made to visitors for these beverages.

Visitors to the main kitchen can only be permitted when accompanied by a staff member and with the appropriate protective clothing.

Confidentiality:

You can be assured that staff at Hoar Cross Nursing Home are trained and aware of the rules regarding confidentiality. Information regarding your care needs will be passed to staff in the office areas only and all details are treated in the strictest confidence. We will ensure that any requests regarding confidentiality are adhered to. Only those people who are authorised by you will be able to have access to confidential information.

Advocates:

We will need to know who your next of kin is for legal purposes and emergencies. If you have appointed a Power of Attorney, Enduring Power of Attorney or have a Court of Protection Order or a Legal Advocate please inform staff on admission. Please inform staff if you do not wish for general information regarding your general condition to be given to any party.

Bed Rails:

Bed Rails and Protective covers (bumpers) are provided by the home following a risk assessment of a service user's needs. We will ask that you or your advocate agree to their use and sign the risk assessment form.

Care Planning:

You and your relatives will be actively involved in planning your care – shortly after admission we will arrange to meet with you and formally agree your care plan. This plan is available to you at all times. It is reviewed on a regular basis with the Care Manager in the home. Your care plan is kept in the nursing office and is secure at all times. It is always available for you and authorised persons to review and agree.

Medication:

When you come into the home all medicines are checked against your prescription and kept in the drugs trolley. Drugs are administered by trained staff at drug rounds throughout the day. You may wish to self medicate if you have capacity, a risk assessment will be carried out by a trained nurse, a lockable drawer will be provided in your room.

Drug round times:

07:00, 08:00, 13:00, 18:00 and 22:00. Medications can be given at other times, if you have any specific request please see the nurse in charge. No medication should be kept in bedrooms unless a self medication care plan and risk assessment is in place.

Transport:

Transport for social events is arranged by provision of private hire vehicles. Transport to hospital is arranged via the GP, Clinic or Out Patients Department in liaison with the nursing home.

We can recommend several good taxi services for the service users, please see the administrator for information.

Gifts to Staff:

Our staff are unable to accept gifts. We do have a staff fund for donations, which is managed by the Administrator.

Telephones:

We can arrange for a private line to be installed in your room, this is for your sole private use and BT or the service provider will bill you directly – please let us know if you require this service. The home's main telephone system provides a hands-free speaker facility and also available for use is a phone with large number key-pad and a mobile handset.

Voting:

You are entered onto the Electoral roll once you are a permanent resident in the home. Votes for local and general elections can be made in person or by post.

Legal Advice:

We can arrange for a solicitor of your choice to visit you at the home. We are unable to advise on the making of wills but can facilitate a professional to advise you.

Religious Services:

Our local ministers representing the Protestant and Roman Catholic faiths visit regularly for special services and communion. Our local Church of England church is just half a mile away and we can provide you with the Service timetable.

If you have any specific requirements please make the staff aware – we welcome visits from your own minister or religious leader at any time representing any religious denomination.

Laundry:

All laundry is done on site by our own staff please ensure all clothes are labelled and easily machine washable.

Laundry is collected by the housekeeping staff and returned to rooms usually within 2 days, your relatives may wish to launder delicate items themselves and laundry bins can be provided in your bedroom for this purpose. Dry cleaning is done off-site and is chargeable. Please let staff know if you require any special arrangements.

Meals and Mealtimes:

We will complete a menu preference sheet with you on admission. Meals are served:

08:00 – 11:00 breakfast

13:00 – 14:00 lunch

17:00 – 19:00 tea

20:00 – 22:00 supper

Staff are able to prepare snacks at any time during the day. Breakfast is a choice of cereals, toast, full cooked breakfast, or practically any other requested item. Our main hot meal is at lunchtime and there is always a choice. We work to a four week menu rota, a sample is included. We can meet any special requests and are happy to cater for your relatives, and they are welcome to join you for a meal at any time – please give notice to the duty staff where possible.

Birthdays:

The kitchen staff prepare a birthday cake for each resident and a small gift is given by the home. Your family are welcome to organise a small birthday party, which with prior notice we can cater for at a small additional cost. Your private use of one of the lounges can be arranged as a venue for such events.

Special Diets:

All special dietary requirement including diabetic, low fat, celiac and soft diets can be provided. Dieticians do visit the home at the GP's request and provide diet sheets and advice.

Meal supplements are available from the kitchen if prescribed by the GP.

GP Visits:

We have regular visits from our local surgery at The Yoxall Practice. You may keep your own GP if they can provide on-call services. Registration will be organised by the home on admission. The surgery is happy to receive telephone calls from family representatives to discuss medical concerns if you are unable to attend. The surgery contact number is : 01543 472202.

Newspapers:

If you would like a personal daily newspaper or any magazines we can arrange delivery from the village store. This cost will be added to your monthly bill.

Mail:

When mail is received personal letters will be passed to you unopened, the same day by staff. Staff may at your request help you open and read your post and assist you in making any response.

If you wish to post mail, please pass sealed correspondence to the administrator who will ensure it reaches the post office the same day.

Chiropody:

Visits from the state registered chiropodist are made every 6-8 weeks. The charge for a routine examination and treatment is £12.00 per resident; if more extensive treatment is required you will be advised of the additional costs involved. Treatment is given in either your bedroom or a treatment room. NHS chiropody is available to diabetics and organised by the GP.

Optician:

Visioncall Opticians visit for annual NHS eye checks and the provision of glasses. Emergency visits can be arranged by asking a member of staff.

You may arrange for your own optician to continue to visit if you prefer.

Hearing Tests:

Private audiologists hearing tests can be arranged for NHS treatment via your GP.

Dentist:

A domiciliary dental practitioner from Cross Street Dental Surgery visits the home for annual checks and in emergencies. You may arrange for your own dentist to continue to visit if you prefer.

Hairdresser:

Our hairdresser Sue visits the home on Tuesdays. Please let us know if you require her services on a regular basis or for a special occasion – prices are displayed on the notice board. The hairdressing salon is on the 1st floor or if you prefer you can be seen in your own room.

Physiotherapy:

We can access all these services via your GP if he feels a referral is necessary. We do have access to private physiotherapy service if required.

Accidents and First Aid:

If you have an accident on the premises please inform the Nurse in charge. There is a trained First Aider and a Registered nurse on duty at all times. The accident book must be completed and a record kept of first aid given by staff.

Health & Safety:

Our policy is displayed in the hallway – please be vigilant, keep corridors clear – do not wedge room doors open. Report faults and hazards. Keep fire exits clear at all times.

Complimentary Therapies:

We can arrange therapists to visit on a private cost per visit basis. Reflexology, aromatherapy, hand/body/head massage services are available on request.

RNCC & Social Worker Review

If you have been admitted requiring nursing care shortly after your admission a nurse from the local PCT will visit you to assess the level of intervention you will need from a trained nurse. For self-funding residents this assessment may generate a weekly allowance towards your nursing fees. Our Administrator will be happy to discuss your individual assessment and allowances with you.

Self funding residents can apply for an Immediate Needs Annuity or eligibility for Social Care funding when capital or income drops to Government set thresholds. Please consult your Independent Financial Adviser for further information on Care Fees funding or your Social Worker if required.

If you are in receipt of Social Services funding your social worker will visit after admission. When all parties have agreed the placement will become permanent. The social worker will visit annually to ensure your needs are continuing to be met.

Adult Protection

Keeping you safe and free from harm is our main priority. All our staff are subject to police checks via the Criminal Records Bureau which included the Protection of Vulnerable Adults register. We have stringent policies within the home, which compliment those issued by the county and ALL staff are aware of their responsibilities in relation to recognising and reporting any incident or event, which could be classed as abuse. Staff attend regular training sessions where they are instructed on the various types of abuse and the signs to look for to help recognise when it might be happening.

DRAFT ADMISSION AGREEMENT

Service User's Surname: _____ **Forename:** _____

Date of Admission: _____

Terms & Conditions of Admission to Hoar Cross Nursing Home

1. Service User, under normal circumstances, will be booked for admission at least a week prior to admission.

2. Total fee to be charged **£**_____ per week exclusive of charges for chiropody, hairdressing, clothing, dry cleaning and newspapers. The fee may be paid by Standing Order or Cheque. Fees are charged for minimum of one week (6 nights or 7 days). **Thereafter per day, not per night**.

3. Fees to be paid one month in advance on the first day of the month. All accounts must be fully paid prior to the Service User leaving the Home.

4. The Company reserves the right to increase the fees after giving one month's prior notice.

5. The Company reserves the right to make a charge for any damage caused by the Service User to the décor, fixtures or fittings, furniture or any other property/equipment.

6. Additional costs such as travel / taxi to and from hospital and escort duties (charged on an hourly basis) when a family member cannot take the Service User will need to be met by the Service User.

7. The room to be occupied is Bedroom Number _____ The Company reserves the right to move a Service User to another room should a change in their circumstances indicate that such a move would be in the interest of the Service User or the Company. A Service User's Guide is available in each room or a copy may be obtained from the office.

8. In those cases where Social Services are part funding and until the signed contract is received a Service User contribution of £100 per week will be invoiced, additional to any agreed top-up and then reconciled on receipt and acceptance of the contract by all relevant parties.

9. In return for the payment of the fees the Service User will receive:

    a) Full board and personal care. The personal care will be summarised in the Care Plan. It will include nursing care if the Service User has been assessed as being so in need.
    b) Provision of a safe, warm and comfortable environment.
    c) Assistance with washing, bathing and mobilising if and when required.
    d) The administration of such medicines as has been prescribed for them.
    e) Care during sickness.
    f) Encouragement to participate in and enjoy the various events and activities organised by the Home in the interests of providing a happy and stimulating environment.

NOTE:

In the interests of safety, the Company reserves the right to access a Service User's room at all times, being mindful of its policy to respect the Service User's privacy.

10. In the event of an emergency admission, this placement will be temporary until a full assessment and review has been undertaken to ensure the Service User's needs can be met.

11 Regular reviews of the Service User's needs will be held. If the Company believes that there is a change in the Category of Care or the needs of the Service's User have changed the Company will

discuss the matter with the Service User /next of kin with a view to reviewing the cost of care or finding alternative accommodation.

12. In the event of the death of a Service User, whether following admission to Hospital or at the Nursing Home, our policy is to allow a period of 3 days for the family to organise the collection of personal belongings this is charged at the normal fee rate.

13. The Company reserves the right to take any action necessary to recover monies owing to it in respect of outstanding Fees. Fees paid after the due date may be liable to incur additional administration charge of £25 per month for each invoice outstanding towards recovery of fees.

14. Invoices are presented monthly in advance to be paid immediately, but arrangement for Standing Order Payments can be made. All outstanding accounts must be settled before the Service User vacates their room.

15. Our existing insurance policy covers service user's effects up to a maximum of £100. If property of greater value is retained and, in particular jewellery etc., these must be covered by the service users own insurance.

    a. We cannot replace any sentimental value and urge you to consider this at admission. Every care is taken, but service users are asked not to keep cash or valuable items in their rooms.
    b. We cannot be held responsible for any cash, which goes missing. A detailed list of such items must be handed in on admission and updated as appropriate.
    c. Valuables can be locked away when not in use upon request to the person in Charge. No responsibility can be taken for items not handed in for safekeeping.
    d. Personal items such as glasses, teeth, hearing aids must be clearly marked and are frequently mislaid and whilst every care is taken, we can accept no financial responsibility for any loss.

Termination of Agreement

16. Should a Service User wish to leave the Home for whatever reason, or the Company decides the Service User's needs can no longer be met, following consultation with the Service User /relatives, four weeks notice is to be given on either side.

17. In the event of a Service User terminating residence for any reason whatsoever part-way through the week (Sunday to Saturday) the full fee for the week will be retained by the Company and considered to be non-returnable. This is in addition to the notice period.

I confirm that I have received a copy of the Service User Guide.

I have read the Terms and Conditions of Admission. I accept the Terms and Conditions and will ensure that the above named Resident complies with them and will indemnify the Company against any breach thereof. Failure to sign does not excuse you from compliance as admission automatically binds the Service User to these terms and conditions.

Name: **Signature**

Relationship to Service User: **Date:**

Address:

Post code:

SCHEDULE OF FEES

The Home will accept Service Users funded by Social Services. However for some types of accommodation a 'top up' fee may be required.

The Home's typical weekly fee is between £600.00 & £950.00 depending upon the assessed needs of care and type of accommodation requested. Fees may be higher for the provision of special equipment, or if there is a need for high dependency or specialist care.

Respite Care is charged from £150 per day (not per night).

Fees include:

1. 24-hour personal and nursing care
2. GP visits when required
3. Accommodation, heating and lighting
4. Activities in house
5. Basic personal toiletries
6. Choice of meals and drinks
7. Incontinence products
8. In-house laundry
9. Linen and towels

Fees exclude:

1. External professional charges, e.g.
   - chiropodist, hairdresser
   - physiotherapist, optician
   - Private prescriptions
2. Hairdressing
3. Clothing
4. Newspapers
5. Telephone calls
6. Dry Cleaning
7. Outings / Accompanied trips

VISITOR POLICY

The management of the Home recognises the right of the individual service user to live the lifestyle of his / her choosing, subject to an appropriate Health & Safety Risk Assessment of the individual. Specifically, this policy summarises the arrangements in place to enable service users to receive visitors of their choice at any reasonable hour:

1. Service users' family, relatives and friends will be encouraged to visit the service user regularly and maintain contact by letter or telephone when visiting is not possible. In these cases staff will offer to assist the service user to respond where help may be needed.
2. The views of a service user's family will be encouraged and taken into consideration when assessing the service user's daily activities of living as a basis for developing Service User's Plan of Care. Family and relatives will be encouraged to participate in the service user's daily routine as far as is practicable.
3. Visitors will be welcomed at all reasonable times, and are asked to sign the Visitors Book on arrival and departure. They are encouraged to report any adverse circumstances to the person-in-charge, such as the service user finding a visit to be upsetting for any reason.
4. The service user has the right to refuse to see any visitor, and this right will be respected and up-held by the person-in-charge who will, if necessary, inform the visitors of the service user's wishes.
5. Under exceptional circumstances if, in the opinion of the person-in-charge, a visitation or a particular visitor may be contrary to the well-being of the service user, then the person-in-charge will report this fact to the Manager who may, at his / her discretion, exclude the visitor(s) from the home. Such instances will be recorded in the Incident Log and the service user's personal notes, together with the reasons for exclusion.

COMPLAINTS PROCEDURE

Informal Complaints, Comments & Suggestions

1. These are day to day matters, which can be resolved relatively simply.
2. The person should direct the matter in the first instance to the person in charge of the shift.
3. The person in charge will discuss the matter and try to resolve the problem there and then. If appropriate, details of the matter will be noted so that there is no repeat of the problem.
4. If it is not possible to resolve the situation, arrangements will be made for the matter to be brought to the attention of the person who will investigate in more depth and again attempt to come to a resolution.
5. If the matter cannot be resolved, it should be dealt with as a formal complaint using the procedure below.

As an alternative to the above the person making the complaint or suggestion may wish to make an entry in the complaint & grumbles form which can be found on the main notice board, so that it may be reviewed at the next staff meeting.

Formal Complaints

We trust that all Service Users will be satisfied with the quality of the care they receive. However, there may be occasions when a Service User or their relative may wish to raise a concern, or make a formal complaint. We wish you to know that you should feel completely free to raise your concerns.

We would advise you to contact the Manager, who will inform the proprietor, in the first instance. It may be that a discussion will resolve the issue; however we may need to carry out an investigation. If this occurs we will contact you again within 28 days to let you know the outcome and what actions we propose to take.

If we have not been able to address your concerns satisfactorily the next step is to contact as appropriate the Inspection Unit. The address is listed below.

Care Quality Commission, Citygate, Gallowgate,

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 Fax: 03000 616171

Email enquiries@cqc.org.uk

If none of these avenues has proved satisfactory you have the right to take the complaint to the Local Ombudsman.

The Local Government Ombudsmen investigate complaints of injustice arising from maladministration by local authorities and certain other bodies including Care Homes. There are three Local Government Ombudsmen in England and they each deal with complaints from different parts of the country. They investigate complaints about most matters, but they cannot question what has done simply because someone does not agree with it.

A complainant must give the council/Care Home concerned an opportunity to deal with a complaint against it first. It is best to use the council's own complaints procedure, if it has one. If the complainant is not satisfied with the action the council/Care Home takes, he or she can send a written complaint to the Local Government Ombudsman, or ask a councillor to do so on their behalf.

Contact Local Ombudsman through LGO Advice Team on:-

Tel: 0300 061 0614 or by email:- advice@lgo.uk or by post:- Po Box 4771, Coventry CV4 0EH.

St. Michael's House | Abbots Bromley Road | Hoar Cross | Staffordshire | DE13 8RA
Telephone | 01283 575210 | Facsimile | 01283 575310
Email | info@hoarcrosscare.co.uk | Website | www.hoarcrosscare.co.uk

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